

ATTACHMENT C STATEMENT OF WORK

INTRODUCTION

The mission of the Federal Aviation Administration (FAA) National Aeronautical Charting Office (NACO) is to provide cartographic and charting support to the Federal Aviation Administration's (FAA) National Airspace System (NAS). NACO's products support civilian and military aeronautical navigation in the conterminous United States, Alaska, Hawaii, and the Caribbean-Gulf of Mexico areas. NACO produces both Visual Flight Rules (VFR) and Instrument Flight Rules (IFR) charting products, all of which are critical to the safety of air navigation. Services provided by NACO include cartographic, prepress, printing, binding, and distribution support. Production schedules are fixed and mandated by the FAA NAS.

This contract is for the provision of both scheduled and unscheduled courier services for Silver Spring, MD and Washington DC areas. Products to be handled range from small letter size envelopes up to 200 pound crates of chart compilation and preparation materials. NACO's products support the NAS and contribute to the safety of aviation and marine navigation. Hence, the materials to be transported pursuant to this Statement of Work must be handled appropriately, and in adherence to the schedule provided. **Timeliness, reliability, and exercising the proper level of care in handling these materials is of the utmost importance to satisfy the performance requirements.**

SECTION 1: GENERAL

C.1. General Information

C.1.1. Scope and Background

As an independent contractor, and not as an agent of the Government, the Contractor shall furnish the necessary qualified personnel, vehicles, materials, and facilities necessary for pickup and delivery services in accordance with Section 5, Performance Requirements Summary.

C.1.2. Hours/Days of Operation

With the exception of special requirements specified by the Contracting Officer's Technical Representative (COTR) or Alternate Contracting Officer's Technical Representative (ACOTR), the hours of operation for this contract shall be 8:00 a.m. to 4:00 p.m., Monday through Friday, exclusive of Federal holidays and official Government shut-downs.

C.1.2.1. NACO operates on a one-shift basis, Monday through Friday, from 6:30 a.m. to 5:00 p.m. Hours of operation for the Distribution/ Reproduction Division loading dock at 10201 Good Luck Road, Glenn Dale, MD. 20769-9700, are from 7:00 a.m. to 3:00 p.m., Monday through Friday. **Clearance height for access to this dock is 13'6"**. The loading dock for the SSMC campus, an exterior dock located behind SSMC-3, 1315 East-West Highway, Silver Spring, Maryland 20910-3282, is accessible from 6:30 a.m. to 4:00 p.m.

Federal holidays observed are identified below. Work shall not be required on the days observed for the following holidays.

New Year's Day	January
Martin Luther King Day	January
President's Day	February
Memorial Day	May
Independence Day	July
Labor Day	September
Columbus Day	October
Veteran's Day	November
Thanksgiving Day	November
Christmas Day	December

Also included is any other day designated by Federal statute, by Executive order or by the President's proclamation.

When such a day falls on a Saturday, the preceding Friday is observed. When any such day falls on a Sunday, the following Monday is observed. Observance of such days by Government personnel shall not be cause for an extension to the delivery schedule or period of performance or adjustment to the price, except as set forth in the contract.

C.1.2.2 The Government reserves the right to make changes to hours/day/location of operation as necessary. The COTR or ACOTR shall notify the Contractor of any such changes.

C.1.3. Liability

The Contractor shall be accountable for the safe-keeping of all Government property from the time of pickup to the time of delivery. Except under unusual circumstances, the Contractor will not be permitted to hold any Government property overnight.

C.1.3.1. In the event that any Government personnel are injured or any Government property is damaged due to the negligence of the Contractor, the Contractor shall be charged for any Government wages lost in sick leave or for any amount of damages incurred by the Government to replace, repair, or correct any damaged Government property.

C.1.3.2. In the event that any Government property is damaged in transit, the Contractor shall be charged for the amount of damages incurred by the Government to replace, repair, or correct any damaged Government property.

C.1.4. Permits and Licenses

The Contractor, as an independent contractor and not as an agent of the Government, shall, at his/her own expense, obtain and maintain the necessary permits, franchises, licenses, or other authorization and certifications required to lawfully perform the services required under this contract.

In the performance of this contract, the Contractor shall comply with all stipulations and representations required by any Federal, State, Municipal, or local laws or Executive Orders, or any applicable rules, orders, regulations, or requirements of any Government department or bureau. Nothing herein contained shall be considered as preventing the Contractor from contesting, in good faith and in a legally prescribed manner, the validity of such laws, rules, orders, regulations, requirements, or any change that the Contractor has not complied therewith.

C.1.4.1. The Contractor shall, at his/her own expense, have each vehicle used in the performance of this contract inspected in accordance with the mechanical and emission requirements of the jurisdiction in which the vehicles are registered and operated. A current certificate of inspection must be available for review by the COTR at any time during the term of this contract.

C.1.5. Notification of Delay, Breakdowns, or Other Problems

The Contractor shall notify the COTR or ACOTR within 15 minutes of delay, breakdown, or problem if the courier anticipates being 30 minutes or more behind the scheduled pickup time at any location. A replacement vehicle shall be provided for continuous service within one hour of such notification.

C.1.6. Standards of Conduct

The Contractor shall be responsible for maintaining satisfactory standards of employee competency, conduct, appearance, and integrity, and shall be responsible for taking such disciplinary action with respect to his/her employees as may be necessary.

C.1.7. Qualifications of Employees

The Contractor shall fill out and cause each of his/her employees on the contract work to fill out for submission to the Government such forms as may be necessary for security or other reasons. Upon request of the Contracting Officer, the Contractor and his/her employees shall be available for fingerprinting and photographing.

Each employee of the Contractor performing duties applicable to this contract shall be able to effectively communicate in English with Government personnel, and comprehend written and verbal instructions to effect the proper delivery of materials according to the performance requirements. Each employee of the Contractor shall be a citizen of the United States of America, or an alien who has been lawfully admitted for permanent residence as evidenced by Alien Registration Receipt Card Form I-151, or who presents other evidence from the Immigration and Naturalization Service that employment will not affect his immigration status.

SECTION 2: ACRONYMS

C.2. Acronyms defined for the purposes of this Statement of Work.

ACD	Aeronautical Charting Division
ACOTR	Alternate COTR
CO	Contracting Officer
COTR	Contracting Officer's Technical Representative
DD	Distribution Division, 10201 Good Luck Road, Glenn Dale, MD 20769
FAA	Federal Aviation Administration
MHE	Material Handling Equipment
NAS	National Airspace System
NACO	National Aeronautical Charting Office
NOAA	National Oceanic and Atmospheric Administration
NOS	National Ocean Service
OCS	Office of Coast Survey
RD	Reproduction Division, 10201 Good Luck Road, Glenn Dale, MD 20769
SOW	Statement of Work
SSMC	Silver Spring Metro Complex; East-West Highway, Silver Spring, Maryland 20910
SSMC-3	1315 East-West Highway, Silver Spring, Maryland 20910-3282
SSMC-4	1305 East-West Highway, Silver Spring, Maryland 20910-3281

SECTION 3: GOVERNMENT FURNISHED PROPERTY AND SERVICES

C.3. Government Furnished Property

NONE

SECTION 4: CONTRACTOR FURNISHED PROPERTY

C.4. Contractor Furnished Property

At no costs to the Government, the Contractor shall be responsible for supplying Material Handling Equipment (MHE) for the movement of heavy loads, such as handcarts for use within the Government facilities.

The Contractor shall furnish the cargo vehicles necessary to perform the requirements of this SOW.

Due to stringent production requirements and possible delivery needs, the Contractor must have a cell phone in his/her possession and turned on at all times.

SECTION 5: PERFORMANCE REQUIREMENTS SUMMARY

C.5. Daily Courier Service and Special Delivery Service

Pickup and delivery is required for Daily Courier Service and Special Delivery Service between various NACO, Office of Coast Survey, NOAA, and Federal Aviation Administration offices. The materials to be delivered between these locations are **time-sensitive**.

C.5.1. General Requirements

C.5.1.1. The Contractor shall have at their disposal, at all times, one (1) vehicle available for Run 1. To assure uninterrupted service in the event of breakdowns, the Contractor shall have the capability to secure a backup vehicle with minimal delay to the schedule as stated in Section C.1.5. Both the prime vehicle and the backup vehicle shall meet the following requirements.

- a. Vehicles shall have a permanent covered cargo compartment, which is weather tight from rain, snow, wind, etc., when transporting materials.
- b. The cargo compartment size of the vehicle must be a minimum of 60 inches by 84 inches (unobstructed) with a minimum interior height of 50 inches.
- c. Vehicles' exterior height shall not be greater than ten (10) feet.
- d. Vehicles shall be properly maintained at all times to ensure the safety of the driver/passengers and cargo.

C.5.1.2. The materials to be transported are sensitive to environmental conditions, including: temperature, humidity, and moisture, and must be handled and transported accordingly. The Contractor shall heat or air-condition the vehicles when necessary to ensure the delivery compartment is kept between 60° and 80° Fahrenheit, with relative humidity levels at or below 70%. Contractor personnel shall handle the materials appropriately to minimize exposure to harmful elements, such as rain.

C.5.1.3. The size and weight and number of packages to be transported will vary from day to day, and time to time. Materials to be transported will range from letter size materials to larger plate positive folders. *(See Exhibit 1 for description and dimensions.)*

C.5.2. Run 1 - Daily Courier Service

Daily Courier Service, identified as "Run 1", shall be required between specified locations in a predetermined sequence. Departure times, room pickup and delivery points, and contact persons will be provided by the COTR at the time of the contract award. The COTR will notify the Contractor of any change to the schedule.

Due to the strict production schedules of NACO and the criticality of the products to the NAS, adherence to the schedule as provided is essential to successfully perform the requirements of this SOW. See Section C.1.5. for requirements. Early pickup of materials is not amenable to the production requirements and workflow of FAA NACO;

therefore, the courier shall not leave any pickup/delivery point prior to the scheduled departure time.

C.5.2.1. Daily Courier Services Schedule^{1/}

<u>Building Location</u>	<u>Delivery Points</u>	<u>Number of Stops</u>
SSMC-4	2nd floor ^{2/}	3
	3rd floor	3
	4th floor	3
	5th floor ^{2/}	3
	12th floor	1
RD // DD	Mail room	3
SSMC-3	5th floor	1
	6th floor	1
	7th floor	1
SSMC-4	2nd floor ^{2/}	3
	3rd floor	3
	4th floor	3
	5th floor ^{2/}	3
	7th floor	1
	12th floor	1
RD // DD	Mail room	3
FAA	4th floor	1
	6th floor	1
	1st floor	1
SSMC-4	2nd floor ^{2/}	3
	3rd floor	3
	4th floor	3
	5th floor	3
	12th floor	1

————^{1/} Pickup/delivery locations and sequence. Specific stations, rooms, and times will be provided at contract award.

————^{2/} Courier shall check the bulletin boards in these areas for special pickup locations. Applies to the 56-day production cycles.

————^{3/} Courier shall deliver materials at Glenn Dale, then take a lunch break, then pickup materials for afternoon deliveries.

End of schedule

C.5.2.2. Daily Delivery Routine

A log sheet will be provided at each of the pickup/delivery points. Each day the Contractor shall initial and record the date and actual departure time at each regular pickup/delivery point where a log is provided for this purpose.

C.5.3. Run 1 - Special Delivery Service

At approximately 56 day intervals, large, and cumbersome packages and job folders will need to be transported. *(See Exhibit 1 for descriptions and dimensions.)* **The delivery of these items, which is predominantly between SSMC and Glenn Dale is time critical, and timed to meet stringent production requirements. Any anticipated delay or interruption in service during the scheduled delivery of these items must be reported to the COTR immediately.** Movement of these items may require contractor furnished MHE. This requirement is termed "Special Delivery Service".

C.5.4. Run 2 - Unscheduled Courier Service

Occasionally special unscheduled trips, identified as "Run 2", within the Metropolitan Area shall be required to pickup and deliver packages, from letter size up to packages weighing 200 pounds. The Contractor will be notified by the COTR or ACOTR a minimum of 24 hours in advance of the requirement. The number of special trips shall not exceed 24 per year.

C.5.4.1. The Contractor shall have at his/her disposal, at all times, one (1) vehicle available that meets the following requirements for the performance of unscheduled courier runs, Run 2.

- a. Vehicle shall have a permanent covered cargo compartment which is weather tight from rain, snow, wind, etc., when transporting materials.
- b. The cargo compartment size of the vehicle must be a minimum of 60 inches by 84 inches (unobstructed) with a minimum interior height of 50 inches.
- c. Vehicle's exterior height shall not be greater than ten (10) feet.
- d. Vehicle shall be properly maintained at all times to ensure the safety of the driver/passengers and cargo.

C.5.4.2. The materials to be transported are sensitive to environmental conditions, including: temperature, humidity, and moisture, and must be handled and transported accordingly. The Contractor shall heat or air-condition the vehicles when necessary to ensure the delivery compartment is kept between 60° and 80° Fahrenheit, with humidity levels at or below 70%. Contractor personnel shall handle the materials appropriately to minimize exposure to harmful elements, such as rain. (Reason, wax backed charts could get sticky)

C.5.4.3. The size and weight and number of packages to be transported will vary from time to time. However, no package will weigh more than 200 pounds, and no request shall total more than 1,000 pounds.

Transport Container A:

Products:

28-day cycle Visual Charts

Nautical Chart components

Cardboard box

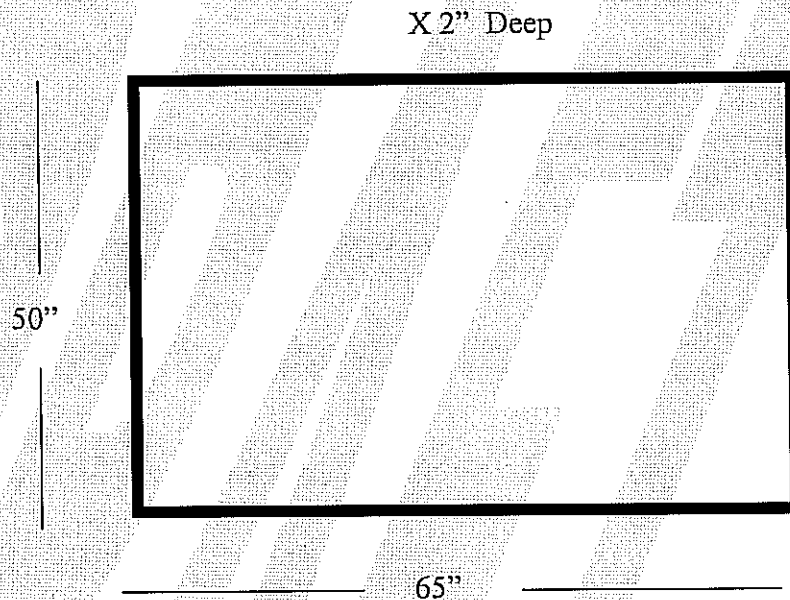


Exhibit 1: Description and Dimensions of Transport Containers

The materials to be transported in these containers are sensitive to environmental conditions, including: temperature, humidity, and moisture, and must be handled and transported accordingly. Ideally the materials should be kept between 60° and 80° Fahrenheit, with relative humidity levels at or below 70%, with no exposure to harmful elements, such as rain.

Transport container A:

These packages will be handled throughout each month, with concentrated movement on 28-day production cycle. Transport of these packages is predominantly between SSMC and Glenn Dale.

Description: These packages are constructed of cardboard, similar to a large "envelope". They are used for the transport of chart components, such as films, mylars, and drawings. The largest box measures 65"l x 50"h x 2"w.